



Accident, Incidents and Near Misses Policy

Policy Owner: Lets Make Change

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Approved by: Joseph Fitzpatrick

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1.0	19/08/26	Alex Fitzpatrick	Initial policy created	Joseph Fitzpatrick	Sept 2027

Let's Make Change (LMC)

Accident, Incidents and Near Misses Policy

1. Policy Statement

Let's Make Change (LMC) is committed to protecting the health, safety and welfare of learners, employees, tutors, volunteers, contractors, visitors and members of the public.

LMC recognises that accidents, incidents and near misses can occur during educational provision, community-based activities, transport, educational visits and other LMC activities.

All accidents, incidents and near misses must be responded to appropriately, reported promptly and recorded accurately.

LMC will use information from accidents, incidents and near misses to identify hazards, reduce risks and improve organisational practice.

Where an incident raises a safeguarding concern, LMC's safeguarding procedures will take priority.

2. Purpose

The purpose of this policy is to establish clear procedures for:

- Responding to accidents and incidents;
- Obtaining emergency assistance;
- Providing first aid;
- Recording accidents, incidents and near misses;
- Informing parents/carers and commissioners where appropriate;
- Escalating serious incidents;
- Meeting statutory reporting requirements;
- Investigating incidents;
- Identifying lessons learned;
- Preventing recurrence;
- Protecting learners, staff and others.

3. Scope

This policy applies to:

- Employees;
- Tutors;

- Volunteers;
- Contractors;
- Learners;
- Visitors;
- Anyone undertaking activities on behalf of LMC.

It applies during:

- One-to-one tutoring;
- Group provision;
- Community-based activities;
- Educational visits;
- Sports and physical activities;
- Transport of learners;
- Online provision where an incident becomes known;
- LMC events;
- Activities at partner or community venues;
- Any other authorised LMC activity.

4. Relevant Legislation and Guidance

This policy should be read in accordance with relevant legislation and guidance, including:

- Health and Safety at Work etc. Act 1974;
- Management of Health and Safety at Work Regulations 1999;
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR);
- Health and Safety (First-Aid) Regulations 1981;
- Children Act 1989;
- Children Act 2004;
- Keeping Children Safe in Education;
- Working Together to Safeguard Children;
- UK GDPR;
- Data Protection Act 2018.

LMC will review relevant legislation and guidance and amend procedures where necessary.

5. Definitions

5.1 Accident

An unplanned event that results in injury, ill health or damage.

Examples include:

- Falls;

- Cuts;
- Burns;
- Sports injuries;
- Vehicle accidents;
- Injuries caused by equipment.

5.2 Incident

An event that causes, or has the potential to cause, harm, disruption or significant concern.

Examples may include:

- Violence or aggression;
- Safeguarding incidents;
- Learner absconding;
- Property damage;
- Medical emergencies;
- Transport incidents;
- Security incidents;
- Serious behavioural incidents.

5.3 Near Miss

An unplanned event that did not result in injury or damage but had the potential to do so.

Near misses are important because they may identify hazards before a more serious event occurs.

5.4 Serious Incident

An incident involving significant actual or potential harm which may require immediate management, safeguarding, emergency service, commissioner or statutory involvement.

6. Responsibilities

6.1 Director

The Director is responsible for:

- Ensuring appropriate health and safety arrangements are maintained;
- Ensuring serious incidents are appropriately escalated;
- Ensuring statutory reporting takes place where required;
- Reviewing significant incidents;
- Ensuring corrective actions are implemented.

6.2 Health and Safety Lead

The Health and Safety Lead is responsible for:

- Maintaining accident and incident procedures;
- Reviewing accident and near-miss records;
- Supporting investigations;
- Identifying patterns and recurring risks;
- Monitoring corrective actions;
- Advising management on health and safety improvements.

6.3 Designated Safeguarding Lead

The DSL is responsible for:

- Reviewing incidents containing safeguarding concerns;
- Ensuring appropriate safeguarding action is taken;
- Making or supporting referrals where necessary;
- Ensuring safeguarding records are maintained separately where appropriate.

6.4 Tutors, Employees and Volunteers

All personnel must:

- Take reasonable steps to prevent harm;
- Respond appropriately to emergencies;
- Obtain first aid or emergency assistance;
- Report accidents, incidents and near misses promptly;
- Complete required documentation;
- Preserve relevant evidence;
- Cooperate with investigations;
- Follow safeguarding procedures.

7. Immediate Response to an Accident or Incident

The first priority is always the immediate safety and welfare of those involved.

Staff should:

1. Assess the immediate situation.
2. Remove or reduce immediate danger where safe to do so.
3. Provide or obtain appropriate first aid.
4. Contact emergency services where necessary.
5. Protect other learners or individuals from further harm.
6. Inform an appropriate LMC manager.
7. Contact the DSL where safeguarding is involved.

8. Contact parents/carers where appropriate.
9. Preserve evidence where a serious incident has occurred.
10. Record the incident as soon as practicable.

Staff must not put themselves at unreasonable risk when responding.

8. Emergency Services

Staff must call **999** where there is an immediate risk to life or serious injury.

Examples may include:

- Unconsciousness;
- Difficulty breathing;
- Suspected anaphylaxis;
- Serious head injury;
- Severe bleeding;
- Suspected heart attack;
- Seizure requiring emergency assistance;
- Serious road traffic collision;
- Suspected poisoning or overdose;
- Serious violence;
- Immediate risk of serious harm.

Where there is uncertainty about the seriousness of a medical emergency, staff should seek appropriate emergency medical advice rather than delay necessary assistance.

9. First Aid

First aid must only be provided within the person's level of competence and training.

Staff should:

- Follow LMC first-aid arrangements;
- Use appropriate protective equipment where necessary;
- Obtain emergency assistance where required;
- Reassure and supervise the learner;
- Record treatment provided.

Medication must only be administered in accordance with LMC's relevant medication and medical conditions procedures, except where emergency action is legally and reasonably necessary.

10. Contacting Parents and Carers

Parents/carers should be informed promptly where a learner:

- Has suffered an injury requiring more than very minor first aid;
- Has become seriously unwell;
- Has been involved in a significant incident;
- Requires medical assessment;
- Has been taken to hospital;
- Has been involved in a significant safeguarding or behavioural incident, where disclosure is appropriate.

The learner's welfare and any safeguarding considerations must be considered before information is shared.

Where a school or Local Authority commissioned the placement, the commissioner should also be notified where required by contractual or safeguarding arrangements.

11. Accident and Incident Recording

All significant accidents and incidents must be recorded.

The record should include:

- Name of person involved;
- Date and time;
- Location;
- Description of what occurred;
- Injury or harm sustained;
- Immediate action taken;
- First aid provided;
- Emergency services involvement;
- Witnesses;
- Parent/carer notification;
- Commissioner notification where applicable;
- Staff involved;
- Follow-up actions;
- Safeguarding action where applicable.

Records must be factual and completed as soon as reasonably practicable.

12. Near Miss Reporting

Near misses must also be reported.

Examples include:

- A learner nearly being struck by a vehicle;
- Equipment failing without causing injury;

- A learner almost falling because of an environmental hazard;
- A transport safety issue;
- A dangerous object being discovered before it causes harm;
- A security failure that could have resulted in harm.

Near-miss reporting is intended to prevent future accidents and should not be treated as unnecessary paperwork.

13. Serious Incidents

Serious incidents must be reported to management immediately.

Examples may include:

- Serious injury;
- Hospitalisation;
- Death;
- Serious safeguarding incident;
- Serious violence;
- Weapon-related incident;
- Suspected drug overdose;
- Serious road traffic collision;
- Missing or absconded learner presenting significant risk;
- Serious allegation against an adult;
- Significant data/security incident;
- Fire or major evacuation;
- Incident likely to attract significant commissioner, regulatory or public concern.

Management will determine what additional escalation is required.

14. Safeguarding Incidents

Where an accident or incident raises a safeguarding concern, staff must immediately follow the LMC Safeguarding and Child Protection Policy.

Examples include:

- Suspected abuse;
- Unexplained injuries;
- Sexual violence or harassment;
- Child-on-child abuse;
- Exploitation;
- Self-harm concerns;
- Disclosure of abuse;
- Missing or absconding learner;
- Allegation concerning an adult;

- Significant professional boundary concerns.

An accident or incident form does **not replace a safeguarding record**.

Both records may be required.

15. Violence and Aggression

Where an incident involves violence or aggression, staff must prioritise safety.

Staff should:

- Use de-escalation where safe;
- Maintain appropriate distance;
- Remove other learners from danger where possible;
- Seek assistance;
- Contact police or emergency services where necessary;
- Avoid unnecessary physical intervention;
- Follow LMC's behaviour and physical intervention procedures.

Any physical intervention must be recorded separately in accordance with the relevant LMC policy.

16. Accidents During Learner Transportation

Where an accident occurs while transporting a learner:

- The vehicle must be stopped safely where possible;
- Immediate injuries must be assessed;
- Emergency services must be contacted where necessary;
- The learner must remain appropriately supervised;
- LMC management must be informed;
- Parents/carers must be informed where appropriate;
- The referring school/commissioner should be informed where required;
- Relevant vehicle and insurance procedures must be followed;
- The incident must be recorded.

The LMC Learner Transportation Policy must also be followed.

17. Community-Based Incidents

Because LMC delivers provision in community settings, staff may encounter incidents away from an LMC-controlled site.

Staff should:

- Assess environmental risks;
- Move learners to a safer location where necessary;
- Seek assistance from venue staff;
- Contact emergency services where required;
- Inform LMC;
- Maintain supervision;
- Record the incident.

An incident occurring at a third-party venue must still be reported through LMC procedures.

18. Educational Visits and Activities

Accidents or incidents occurring during trips or activities must be managed in accordance with:

- Relevant risk assessments;
- Emergency arrangements;
- Learner needs;
- Venue procedures;
- LMC safeguarding and health and safety requirements.

Staff must ensure they can contact LMC during relevant activities.

19. Medical Emergencies

Where a learner experiences a medical emergency, staff must:

- Follow the learner's Individual Healthcare Plan where one exists;
- Follow emergency medication instructions;
- Contact emergency services where necessary;
- Provide first aid within their competence;
- Inform parents/carers;
- Inform LMC management;
- Record the event.

Where allergies or anaphylaxis are involved, the LMC Allergy Safety Policy must also be followed.

20. Medication Errors

Medication errors include:

- Wrong medication;
- Wrong learner;
- Wrong dose;

- Wrong time;
- Missed medication;
- Incorrect administration;
- Medication being lost or damaged.

Any medication error must be:

- Reported immediately;
- Assessed for medical risk;
- Referred for medical advice where necessary;
- Communicated to parents/carers;
- Recorded;
- Investigated.

Serious medication errors or near misses must be reviewed to identify learning.

21. Reporting Under RIDDOR

LMC will report relevant incidents to the Health and Safety Executive where required under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

The decision about whether an incident is RIDDOR-reportable will normally be made by the Director or designated Health and Safety Lead.

Staff must therefore report significant workplace accidents promptly so that statutory reporting requirements can be assessed.

22. Investigation of Accidents and Incidents

LMC may investigate an accident, incident or near miss to establish:

- What happened;
- Why it happened;
- Whether existing controls were adequate;
- Whether policies were followed;
- Whether training was sufficient;
- Whether equipment or environmental factors contributed;
- Whether safeguarding issues exist;
- What action is required to prevent recurrence.

The purpose of an investigation is primarily to establish facts, manage risk and improve practice.

Where potential staff misconduct is identified, the matter may separately be considered under the LMC Disciplinary Policy.

23. Evidence

Relevant evidence may include:

- Accident/incident forms;
- Witness statements;
- Photographs;
- CCTV where lawfully available;
- Risk assessments;
- Session records;
- Transport records;
- Communication records;
- Training records;
- Medical information;
- Equipment records.

Evidence must be handled securely and confidentially.

24. Corrective and Preventative Action

Following an incident, LMC may:

- Amend a risk assessment;
- Change working arrangements;
- Provide additional training;
- Change equipment;
- Improve supervision;
- Modify a venue;
- Update an Individual Healthcare Plan;
- Update a learner risk-management plan;
- Amend a policy;
- Review transport arrangements;
- Make a safeguarding referral;
- Take appropriate HR action.

Actions should be assigned to a responsible person and monitored to completion.

25. Reporting to Commissioners

Where required, LMC will report relevant incidents to:

- Referring schools;
- Local Authorities;
- Commissioners;
- Other authorised professionals.

Information sharing will be proportionate and consistent with safeguarding, contractual and data protection requirements.

26. Confidentiality and Data Protection

Accident and incident information may contain sensitive personal information.

Records must:

- Be stored securely;
- Only be accessed by authorised individuals;
- Be shared on a need-to-know basis;
- Be retained in accordance with LMC's retention arrangements;
- Be managed in accordance with UK GDPR and the Data Protection Act 2018.

Safeguarding information must be managed in accordance with safeguarding procedures.

27. Staff Welfare Following Serious Incidents

LMC recognises that serious incidents may affect staff as well as learners.

Following a serious incident, LMC should consider:

- Management debrief;
- Supervision;
- Welfare check;
- Time away from duties where appropriate;
- Occupational health or other support;
- Additional training;
- Adjustments to working arrangements.

A debrief should not replace a formal safeguarding, HR or health and safety investigation.

28. Training

Relevant staff will receive appropriate training or guidance relating to:

- Accident reporting;
- Incident reporting;
- Near-miss reporting;
- First aid;
- Emergency procedures;
- Safeguarding;
- Risk assessment;
- Medical emergencies;

- Behaviour management;
- Physical intervention where relevant.

Training requirements will be reviewed according to role and risk.

29. Monitoring and Organisational Learning

LMC management will periodically review accident, incident and near-miss information.

This may include:

- Number of incidents;
- Types of incidents;
- Locations;
- Injuries;
- Learners involved;
- Recurring hazards;
- Transport incidents;
- Medication incidents;
- Staff training issues;
- Safeguarding themes;
- Corrective actions.

Patterns will be used to improve organisational safety.

30. Related LMC Policies

This policy should be read alongside:

- Health and Safety Policy;
- Safeguarding and Child Protection Policy;
- Behaviour, Relationships and Anti-Bullying Policy;
- Absconding Policy;
- Lone Working Policy;
- Learner Transportation Policy;
- Administration of Medication and Medical Conditions Policy;
- Allergy Safety Policy;
- Restrictive Physical Intervention and Restraint Policy;
- Fire Safety Policy;
- Data Protection, Privacy and Information Security Policy;
- Employee Code of Conduct;
- Business Continuity Plan.

31. Monitoring and Review

This policy will be reviewed:

- Annually;
- Following a serious accident or incident;
- Following significant near misses;
- Following changes to legislation or statutory guidance;
- Where monitoring identifies recurring risks;
- Following recommendations from commissioners, regulators or auditors.

Any significant amendment will be entered in the **Record of Amendments and Reviews**.