21. RECORDING & REPORTING OF ACCIDENTS & INCIDENTS

Policy statement

At ASK staff respond swiftly, appropriately and effectively to any health and safety incident within the setting. 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.

This policy will provide members of staff and parents information and guidance in the case of an emergency occurring.

In responding to an emergency, the aim will always be to ensure:

- rapid and appropriate response is taken;

  accurate information is relayed to parents and emergency services regarding the incident (if applicable);
- normal setting routine is maintained as far as possible, offering continuity to the children; and
- immediate support and clear guidance are offered by the management team.

Procedures

Our accident book:

- is kept in a safe and secure place;
- is accessible to our members of staff and volunteers, who all know how to complete it; and
- is reviewed at least half termly to identify any potential or actual hazards.

Reporting accidents and incidents

- Ofsted is notified as soon as possible, but at least within 14 days, of any instances which involve:
  - food poisoning affecting two or more children looked after on our premises;
  - a serious accident or injury to, or serious illness of, a child in our care and the action we take in response; and
  - the death of a child in our care.
- Local child protection agencies are informed of any serious accident or injury to a child, or the death of any child, while in our care and we act on any advice given by those agencies.

- Any food poisoning affecting two or more children or adults on our premises is reported to the local Environmental Health Department.
- We meet our legal requirements in respect of the safety of our employees and the public by complying with RIDDOR. We report to the Health and Safety Executive:
  - Any work-related accident leading to an injury to a member of the public (child or adult), for which they are taken directly to hospital for treatment.
  - Any work-related accident leading to a specified injury to one of our employees. Specified injuries include injuries such as fractured bones, the loss of consciousness due to a head injury, serious burns or amputations.
  - Any work-related accident leading to an injury to one of our employees that results in them being unable to work for seven consecutive days. All work-related injuries that lead to one of our employees being incapacitated for three or more days are recorded in our accident book.
  - When one of our employees suffers from a reportable occupational disease or illness.
  - Any death, of a child or adult, that occurs in connection with a work-related accident.
  - Any dangerous occurrences. This may be an event that causes injury or fatalities or an event that does not cause an accident, but could have done, such as a gas leak.
  - Information for reporting incidents to the Health and Safety Executive is provided in the Pre-school Learning Alliance's Accident Record publication. Any dangerous occurrence is recorded in our incident book (see below).

Incident book

- We have ready access to telephone numbers for emergency services, including the local police. As we rent our premises from All Saints' Church we ensure we have access to the person responsible and that there is a shared procedure for dealing with emergencies.
- We ensure that our members of staff and volunteers carry out all health and safety procedures to minimise risk and that they know what to do in an emergency.
- On discovery of an incident, we report it to the appropriate emergency services – fire, police, and ambulance – if those services are needed.
- If an incident occurs before any children arrive, our Registered Provider/Owner or Manager does a risk assessment of this situation and decides if the premises are safe to receive children. Our registered provider/owner or Manager may decide to offer a limited service or to close ASK.

- Where an incident occurs whilst the children are in our care and it is necessary to evacuate the premises/area, we follow the procedures in our Fire Safety and Emergency Evacuation Policy or, when on an outing, the procedures identified in the risk assessment for the outing.
- If a crime may have been committed, we ask all adults who were witness to the incident to make a witness statement including the date and time of the incident, what they saw or heard, what they did about it and their full name and signature.
- We keep an incident book for recording major incidents, including some of those that are reportable to the Health and Safety Executive as above.
- These incidents include:
  - a break in, burglary, or theft of personal or ASK's property;
  - an intruder gaining unauthorised access to our premises;
  - a fire, flood, gas leak or electrical failure;
  - an attack on an adult or child on our premises or nearby;
  - any racist incident involving families or any members of our staff on ASK's premises;
  - a notifiable disease or illness, or an outbreak of food poisoning affecting two or more children looked after on our premises;
  - the death of a child or adult;
  - a terrorist attack, or threat of one;
  - a pandemic or epidemic;
  - severe weather that has caused an incident or damage to property;
  - staff, parent or visitor mugged or assaulted on site or in vicinity on the way to or from the setting;
  - staff or parent threatened/assaulted on the premises by a parent or visitor;
  - accidents due to any other faults (that are reportable under RIDDOR); and
  - any event or information that becomes known, that may have implications for the setting or the wider organisation in the future use.
- In the incident book we record the date and time of the incident, nature of the event, who was affected, what was done about it or if it was reported to the police, and if so, a crime number. Any follow up, or insurance claim made, is also recorded.
- In the unlikely event of a terrorist attack, we follow the advice of the emergency services with regard to evacuation, medical aid and contacting children's families. Our standard Fire Safety

and Emergency Evacuation Policy will be followed. The incident is recorded when the threat is averted.

- In the unlikely event of a child dying on our premises, the emergency services are called and the advice of these services is followed.
- The incident book is not for recording issues of concern involving a child. This is recorded in the child's own file.

The following procedure applies:

1. Gather the children into one large group, they will be transported to safety. Dependent upon the situation the large group may be left with one or two adults whilst another adult deals with the emergency if applicable.

1. Children will be reassured.
2. Ensure all adults involved are aware of the situation.
3. Members of staff must remain calm
4. Assess the situation:
    - Make sure everyone is safe
    - What is the disruption?
    - Who is affected?
    - How has it affected you?
    - Will anyone else be affected by it?
    - Could it escalate into a larger incident potentially affecting others?
5. Determine if service can continue to be provided.
6. Parents will be called at the first available opportunity.
7. Contact any contractors/partner organisations to inform them of the situation.
8. Contact any other service who are involved in the delivery of your service and inform them of the situation.
9. Ensure that you keep in regular contact with your members of staff and families.

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 assessment in line with others using the building.
- Emergency evacuation procedures are practised regularly and are reviewed according to risk assessment (as above).
- Members of 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.

ASK'S emergency procedures are:

WHEN YOU HEAR THE WHISTLE BLOW:

- **Leave what you are doing and collect all the children who are with you, giving assistance to those who need it**
- **Evacuate the building using the closest exit**
- **Assemble at the designated fire assembly point at the end of the pathway leading to the carpark**
- **Check all children & members of staff who were with you to ensure that nobody is left inside the building**
- **Remain at the fire assembly point until you are told it is safe to enter the building**

IF YOU DISCOVER FIRE:

- **Blow the whistle which is located in the kitchen**
- **Remove those in immediate danger**
- **Ensure that all doors are closed**
- **Dial 999 and ask for the fire service stating the address:**

All Saints Church, 67 Church Street, Isleworth TW7 6BE

- **Collect iPad with session register**
- **Evacuate the building using the closest exit**
- **Assemble at the designated fire assembly point at the end of the pathway leading to the carpark**

- **Check all children & members of staff who were with you to ensure that nobody is left inside the building**
- **Remain at the fire assembly point until you are told it is safe to enter the building**

RIDDOR reportable events include:

- Specified injuries at work, as detailed at www.hse.gov.uk/pubns/indg453.pdf
- Fatal accidents to members staff, children and visitors (parents).
- Accidents resulting in the incapacitation of members 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).

If the incident is RIDDOR reportable, the 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.

Dealing with people's reactions

We accept that the children's parents may be frightened, distressed, and angry dependent upon the type of incident. We understand that members of staff involved in the incident may also be affected by the incident. If ASK shares all policies with parents/carers, the situation will be easier for all because there will be an understanding of working within a framework of mutual trust and understanding.

Training

Managers will brief or train members of staff on their role in the prevention, management, and response to incidents. Managers will ensure that all members of staff, volunteers, and students are aware of the procedures in place and what is expected of them.

Setting closure

The decision to close ASK is not taken lightly and will be made based on the assessment of a number of factors and information which may include weather and travel circumstances, access to and condition of the setting, infection outbreaks and availability of appropriate levels of qualified staff. Ultimately the decision to open or close the setting will be made by the Registered Provider/Owner and every effort will be made to contact all members of staff, parents and carers as soon as is practicably possible.

We will use a risk measurement table format to assess the key risks to business before and during a closure. The risk assessment will detail the risk factors, likelihood and impact.

- If a decision to close is made all parents and carers will be contacted by text or telephone accordingly.
- The decision for ongoing closures will be assessed on a daily basis.
- An up to date record of emergency contact details for each child and staff member will be kept at ASK.

Contingency planning for emergency staff cover

In the event of unforeseen staff shortages, ASK will endeavour to cover absences by calling in part-time staff or agency staff. If, subsequently, we are still unable to secure sufficient cover the above procedures will be implemented.

We appreciate that closing ASK at short notice may cause inconvenience for parents and carers, but we ask for your cooperation and understanding when we have to deal with circumstances that are out of our control.

Please ensure that child's emergency contact details, email addresses and mobile phone numbers are current and that ASK is advised immediately of any changes.

We will be reliant on members of staff and parents to provide us emergency contact details, email addresses and mobile phone numbers ensuring they are current and up to date. Management will follow procedures to ensure these contacts are reflected on bI-annually. Unless notified otherwise, parents and carers should always assume that ASK is open

Actions to be taken after the incident

- Evaluate the incident, how it was dealt with and were the policies and procedures in place followed.
- Identify any improvements that could be made in the future.
- Draw up an action plan of any changes to be made to the current procedures in place.
- We will evaluate processes and make necessary adjustments to ensure future effectiveness.

Education Inspection Framework

- As required under the *Education Inspection Framework*, we maintain a summary record of all accidents, exclusions, children taken off roll, incidents of poor behaviour and discrimination, including racist incidents, and complaints and resolutions.

Legal framework

- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995 (As Amended)
- The Health and Safety (Enforcing Authority) Regulations 1998

This policy was adopted by:	ASK Kindergarten & Clubs
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Signatory:	Mark Stewart
Role of Signatory:	Owner & Ofsted Registered Provider