



# Accident, Incident & Illness Reporting Policy

## PURPOSE

This document outlines Ark’s procedure for accident, incident and illness reporting and should be read in conjunction with the Ark Health & Safety Policy.

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## ARK LIBRARY COMPONENT

Component	Element
<input type="checkbox"/> Strategic Leadership & Planning <input type="checkbox"/> Monitoring, Reporting & Data <input type="checkbox"/> Governance & Accountabilities <input type="checkbox"/> Teaching & Learning <input type="checkbox"/> Curriculum & Assessment <input type="checkbox"/> Culture, Ethos & Wellbeing <input type="checkbox"/> Pathways & Enrichment <input type="checkbox"/> Parents & Community <input checked="" type="checkbox"/> Finance, IT & Estates <input type="checkbox"/> Our People	Audit & Compliance

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## Introduction

Ark has a duty to report accidents, incidents, near misses, illnesses and dangerous occurrences which occur on Ark premises or which arise from activities carried out on behalf of Ark or its Academies. This responsibility extends to incidents involving students, staff, contractors, visitors and other members of the public.

All Academies are required to comply with the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.

All Academies are also required to comply with the requirements of the Management of Health and Safety at Work Regulations 1999 which states that every employer shall make and give effect to such arrangements as are appropriate, having regard to the nature of his activities and the size of his undertaking, for the effective planning, organisation, control, monitoring and review of the preventive and protective measures.

As per Ark's Health & Safety policy, each school will have a nominated lead for accidents and incidents. This person will be responsible for ensuring:

- Ark's approach to accident, incident and illness reporting is implemented in their school
- This policy is shared with all who have responsibilities surrounding accident, incident and illness reporting and investigation
- All staff, students and visitors are aware of their responsibilities for reporting accidents, incidents and illnesses
- That data on accidents, incidents and illnesses in their school is reported on and monitored regularly by their SLT and LGB
- Adequate measures are implemented to prevent, reduce, or protect against Health and Safety risks
- Promoting the principles of sensible risk management.

## Definitions

**Accident** - an event that results in injury or ill health

**Dangerous occurrence** - one of a number of specific, reportable adverse events, as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

**First Aid** - providing basic medical care to someone experiencing a sudden injury or illness

**Illness/Disease** – includes disease, an infection, illness, development of symptoms caused by exposure to a work process or use of a hazardous substance (for example, repetitive strain injury, asthma, dermatitis)

**Incident** - a set of conditions or circumstances that have the potential to cause injury or ill health

### Incident severity:

- **Major** - a major incident is defined as a significant event, which demands a response beyond the routine. The event may either cause, or have the potential to cause, either

serious injuries, cases of ill health (either immediate or delayed), or loss of life. This type of incident would most likely result in a RIDDOR report.

- **Medium or Moderate** - everything above a minor incident but would not constitute a RIDDOR report e.g. sprains, bumps to the head.
- **Minor** - something that is generally an accident or incident with little long-term consequences. These would be cuts and grazes, someone feeling ill, minor illnesses etc.

**Near miss** - an event not causing harm, but had the potential to cause injury or ill health

**Restraint** – a person requiring either inter-personal restraint or restraint by constraining in a room

**RIDDOR** - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

**Violent incident** - where a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats as well as physical attacks

## Recording on Handsam

[Handsam](#) is Ark's chosen system for recording, reporting and investigating accidents, incidents and illnesses. This includes incidents involving staff, students, contractors and visitors. All incidents need to be recorded on Handsam where:

- The incident happened on school premises or,
- The incident happened during or was caused by a work or school activity e.g. an offsite educational trip

If the incident does not meet the above criteria, then it does not need to be recorded on Handsam. For example, a parent calling to inform their child is ill and not able to come into school, this **would not** need to be recorded on Handsam. However, a child who reports feeling unwell whilst in school, this **would** need to be recorded.

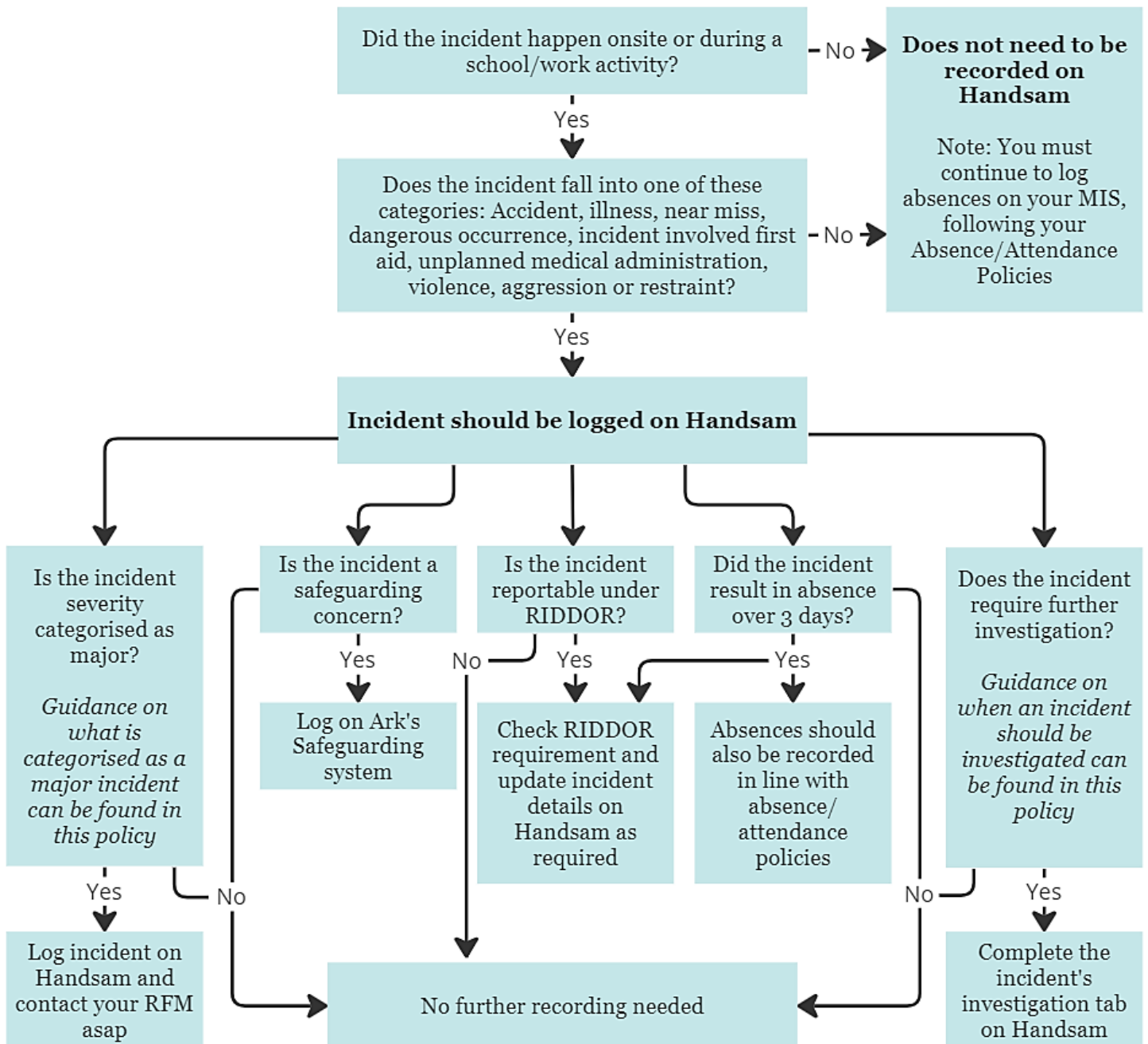
As well as the above criteria, the incident must also fall into one of the following categories:

- Accident
- Illness/Disease
- Near miss
- Dangerous occurrence
- First aid
- Unplanned medical administration
- Violence/Aggression
- Restraint

An event where medication was administered will only need to be recorded on Handsam where the event was unexpected e.g., an inhaler was given for an asthma attack. Any medication administered routinely or as a preventative measure for known medical conditions will not need to be recorded on Handsam.

System training is available through Ark Learning Platform and more information on Handsam can be found on the Estates Model Library page. If you have any issues or queries regarding Handsam, a ticket should be logged through X-Desk.

## Handsam Process Map



## Reporting Procedures

### Reporting at School Level

All staff, students and visitors should be made aware of their responsibilities for reporting accidents and incidents.

As soon as possible after an incident occurs, the details should be recorded on Handsam. If an incident requires further investigation, this should be carried out via Handsam as early as possible.

In line with Ark's Health and Safety policy, your school's SLT and LGB should receive regular reports so they can monitor the accident and incident data for their school.

### Reporting through the MIS

Handsam is Ark chosen system for recording, reporting, and investigating accidents, incidents and illnesses. To avoid duplication of data entries and to ensure accident/incident data is recorded in one place, schools shouldn't use their MIS to record this type of data.

### Reporting to Parents/Guardians

Parents and guardians should be informed immediately of any serious incident involving their child and of the arrangements made, e.g. if the child has to be taken to hospital.

All other notifications should be in line with your school's policy and process for contacting parents or guardians in relation to an incident involving a student.

### Reporting to Estates Team

Members of the Ark Estates Team will receive an automatic notification via Handsam in the event of a major/RIDDOR reportable incident being logged on the system.

However, where the severity of the incident is deemed major, the school should also contact their Regional Facilities Manager (RFM) and Ark's Head of Estates as soon as possible. For these rare incidents, further investigation may be required outside of the normal Handsam investigation process.

Please also see section on contacting Ark's Head of Estates in relation to reporting to the UK Health Security Agency.

### Reporting to Central Senior Management Team

Major incidents should be recorded on Handsam and reported to your RFM and the Head of Estates asap. Depending on the nature and severity of the incident, this information may be shared with relevant senior members of staff at Ark Central.

Ark's Estates Team are responsible for reporting accident, incident, and illness data on an annual basis to Ark's Senior Management Team and Risk and Audit Committee.

## Reporting Safeguarding Incidents

Handsam is Ark's chosen system for logging accidents, incidents and illnesses, this includes first aid details. Schools are not required to log accidents or incidents on Ark's Safeguarding system unless the incident is considered a safeguarding concern. Where an incident is also considered a safeguarding concern, this may require the incident to be logged on both Handsam and Ark's safeguarding system.

Schools should continue to follow Ark's safeguarding policies and processes.

## Reporting for Early Years Foundation Stage (EYFS)

Schools must tell Ofsted about any of the following:

- 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

You do not need to tell Ofsted about minor injuries, 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

**Eyes** - you must report to Ofsted if a child suffers any loss of sight, whether it is temporary or permanent. You must also tell us about any:

- Penetrating injury to the child's eye
- Chemical or hot metal burn to the child's eye

**Substances and electricity** - if a child in your care suffers any injury from, or requires medical treatment for, any of the following situations you must tell Ofsted:

- From absorption of any substance:
  - by inhalation
  - by ingestion
  - through the skin

- from an electric shock or electrical burn
- Where there is reason to believe it resulted from exposure to:
  - a harmful substance
  - a biological agent
  - a toxin
  - an infected material

In order to fulfil legal requirements, schools should [submit the Ofsted online form](#) within 14 days.

### **Reporting Violence/Aggression**

The HSE defines work-related violence as - any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include,

- Verbal abuse or threats, including face to face, online and via telephone
- Physical attacks

This could involve visitors, contractors, students or staff members.

All incidents of violence and aggression which happened onsite or during a work or school related activity should be recorded on Handsam.

### **Reporting under RIDDOR**

All Academies are required to comply with the HSE policy for Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) which requires the necessary investigation is carried out.

A [RIDDOR online report](#) must be received within 10 days of the incident. For accidents resulting in over a 7 day incapacitation of a worker, a report must be received within 15 days of the incident.

Many of the common incidents are not reportable under RIDDOR. For full information on RIDDOR reportable incidents, please see the guidance on the [HSE website](#). [RIDDOR awareness training](#) is also available through the Ark Learning Platform.

All RIDDOR incidents must be recorded on and investigated via Handsam. After a report is made to the HSE, schools should ensure that RIDDOR reference number is also added to the incident on Handsam.

### **Reporting to the UK Health Security Agency**

Ark may be required to contact the UK Health Security Agency if a there is a concern regarding:

- A higher than previously experienced and/or rapidly increasing number of absences due to the same infection



- Evidence of severe disease due to an infection, for example if an individual is admitted to hospital
- More than one infection circulating in the same group of people
- An outbreak or serious or unusual illness

In these instances, schools should first contact Ark's Head of Estates for further guidance.

## Investigations

The purpose of the investigation is to,

- Determine the sequence of events leading to an incident
- Establish any unsafe acts or conditions within this sequence that were likely to have caused the accident, incident or illness
- To determine the human, organisational or job factors that gave rise to the unsafe acts or conditions.
- To initiate short-term action to eliminate the immediate causes.
- To establish a longer-term programme to correct and control the underlying factors in order that a recurrence may be prevented.

Accidents and incidents should be investigated through Handsam at the earliest opportunity to determine what (if any) action is needed to prevent a recurrence. The level of investigation should be proportionate to the severity of the incident, its potential consequence, and likelihood of the incident recurring.

When making your decision, you must also consider the potential for learning lessons. For example, if you have had several similar adverse events, it may be worth investigating, even if each single event is not worth investigating in isolation.

The investigation findings should form the basis of an action plan to prevent the incident from recurring, improving your overall management of risk and identifying areas of your risk assessments that may need to be reviewed.

Fully written and signed statements should be taken from all those involved should be attached to the incident on Handsam along with any photographs or other additional evidence gathered during the investigation.

The HSE guide HSG 245 'Investigating Accidents and incidents' provides further details of a systematic approach to accident investigation.

## Data Protection & Retention

### Data Protection

If a data subject makes a Subject Access Request (SAR) to the school or trust about details of an incident which has occurred, we should follow the trust's process for the handling of SAR requests within statutory timeframes.

Where schools are contacted by third parties acting on behalf of an injured person and request details of the incident, again the trust's SAR process should be followed.

### **Data Retention**

Data retention is automated through the Handsam platform and data is kept for varying periods of time in accordance with IRMS standards which are outlined below.

- Accident reports should be kept for 3 years from the date of the last entry
- Accident report forms for major/serious accidents or incidents should be kept on file following the below retention periods:
  - Pupils – kept until the student reaches the age of 25
  - Staff – kept for six years after leaving the network
- In the case of serious accidents/incidents, a further retention period will need to be applied

Accidents and incident records kept prior to the introduction of Handsam should be reviewed and retained in line with the above retention information.

For further information on data retention periods, please refer to the Data Retention and Disposal Policy on the Model Library or email [dataprotection@arkonline.org](mailto:dataprotection@arkonline.org).