



## REPORTING ACCIDENTS AND INCIDENTS POLICY

AGREED- July 2023  
REVIEW DATE- July 2024

Food Friends has a duty to protect and safeguard our team, those we support, our Food Friends, and members of the public who encounter our support and service. Whenever there is an incident or accident, we will ensure that it is appropriately reported and recorded.

This procedure provides a checklist that must be used to ensure that we have followed our internal policies and procedures correctly.

The Food Friends workforce incorporates all Food Friends employees, trustees and volunteers.

### ACCIDENTS

Volunteers can report accidents initially through the Volunteero App, by email or phone. If using the App they must highlight a **health concern** or **action required** on the report. It is then a staff members responsibility to follow this up and complete an Accident/ Incident/ Near miss form (Appendix 1).

All accidents however minor must be reported by staff using the Accident/Incident/Near miss form (Appendix 1).

The form must be filed on the same day as the accident. It may not be possible to complete it on the same day if treatment is necessary and the outcome still unknown. Report what you know immediately and complete the form when all outcomes are known.

All accidents must be immediately reported by staff to CEO Anna Mantell. If she is not available report it to the Safeguarding lead Andrea Dennis.

### INCIDENTS

We do not need to keep a record of every small thing that happens during a day. People will fall out with each other, argue, debate and bicker.

However, sometimes an event happens that seems out of the ordinary or out of character and may be prolonged or require us to respond sensitively. We call this an 'incident' and this should be reported.

Volunteers can report an incident initially through the Volunteero App, email or phone. If using the App they must highlight a **health concern** or **action required** on the report. It is then a staff members responsibility to follow this up and complete an Accident/ Incident/ Near miss form (Appendix 1).

All incidents must be reported using the Accident/Incident/Near miss form. In the first instance, verbally report the incident CEO Anna Mantell.

Complete an incident form and file it on the person's individual file as soon as is practical but within 3 working days.

In the case of a serious incident, such as threatening behaviour, violence or self-harming report it immediately to CEO Anna Mantell. In the absence of the CEO report to the Safeguarding lead Andrea Dennis. Avoid delay and report any issue that concerns you as soon as possible.

The incident form should be completed with the people involved and consent should be gained wherever possible before forwarding the incident report to others. When consent cannot be gained ensure that the people concerned with the incident know that their information is being shared.

Discuss with CEO Anna Mantell who should know about the incident on a 'need to know' basis.

Ask yourself:

- Will it be helpful for other people to know about this incident so that we can support (X) better?
- Is it necessary to complete a risk assessment because of the incident?
- Who does the person want to tell about this incident?
- How should we tell other people? Is it OK to email about it or should we have a conversation?
- Do we need to complete a safeguarding disclosure form and discuss this with safeguarding lead Andrea Dennis?

Remember:

- If in doubt, report it.
- Stick to the facts when writing reports. Avoid flowery language and pondering the 'what ifs'.
- Get someone to check that your report makes sense if that gives you more confidence.
- Be timely – write down what happened as soon as possible and get the information out quickly.

## **CONTACTS**

Anna Mantell CEO [anna@food-friends.co.uk](mailto:anna@food-friends.co.uk).

Andrea Dennis Safeguarding Lead [adennis846@gmail.com](mailto:adennis846@gmail.com)



**INCIDENT, ACCIDENT AND NEAR MISS REPORT FORM**

Date and time of incident
Name of injured person:
Accident or near miss:
Location of incident, accident or near miss:
Outline of what happened:
Details of any injuries suffered:

Give full details of the action taken including any first aid treatment and the name(s) of the first aider(s):

Were any of the following contacted?

Police: Yes  No

Ambulance: Yes  No

Emergency contact: Yes  No

What happened to the injured person following the incident, accident or near miss? (eg went home, went to hospital, carried on with session)

The above facts are a true and accurate record of the incident, accident or near miss.

Signed

Name:

Date:

Date and time reported to CEO or Chair of Trustees