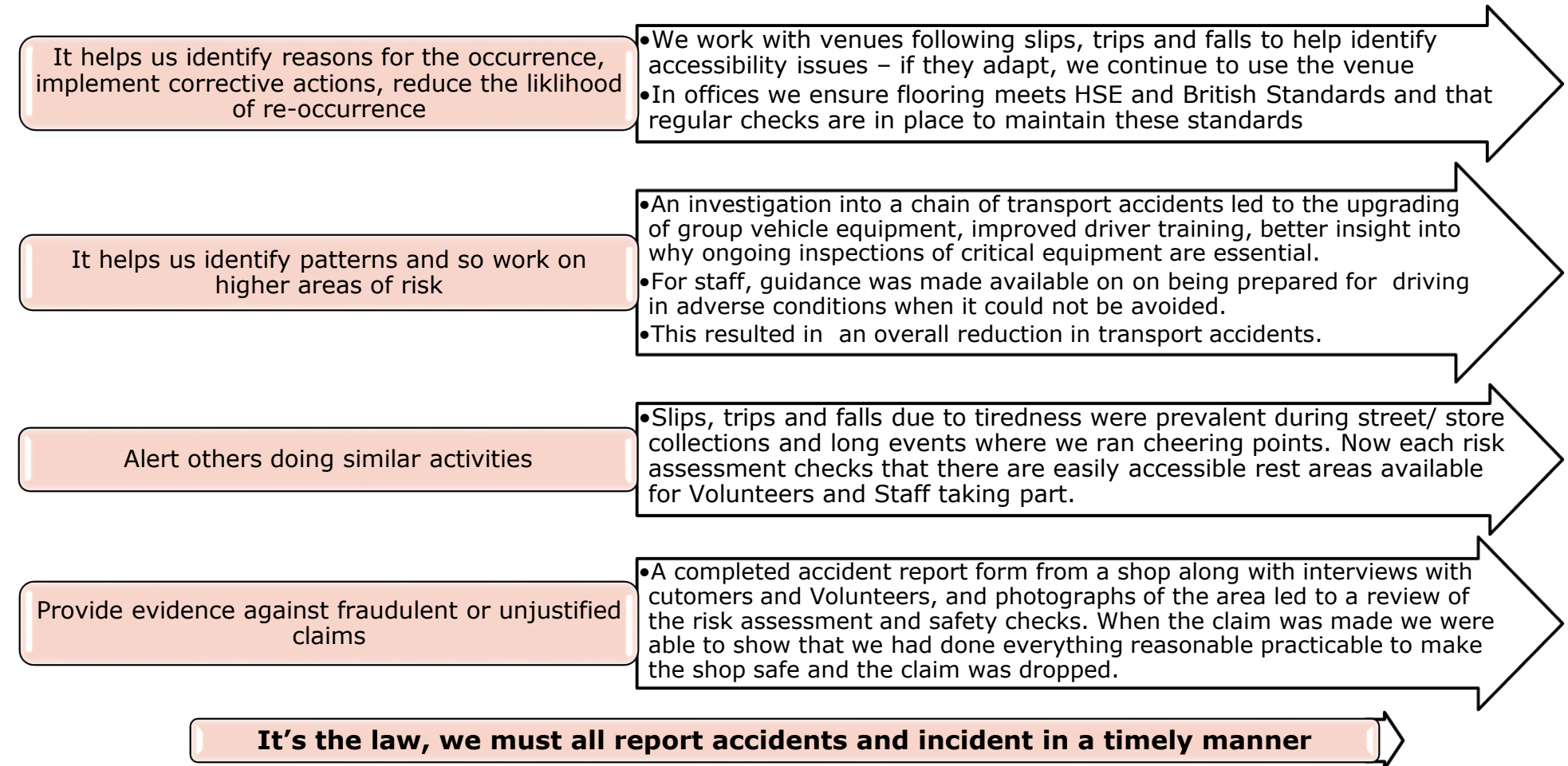**REPORTING ACCIDENTS AND INCIDENTS – May 2024**

It's really important that accidents (where something happens and injury or damage occurs) and incidents (where something happens but there is no injury or damage) are accurately recorded and reported in all areas of our work, including where Volunteers or Staff run socials, exercise activities, meetings, training, fundraising or any other type of activity or event.

Why should we do this?

It helps us identify reasons for the occurrence, implement corrective actions, reduce the liklihood of re-occurrence	• We work with venues following slips, trips and falls to help identify accessibility issues – if they adapt, we continue to use the venue • In offices we ensure flooring meets HSE and British Standards and that regular checks are in place to maintain these standards
It helps us identify patterns and so work on higher areas of risk	• An investigation into a chain of transport accidents led to the upgrading of group vehicle equipment, improved driver training, better insight into why ongoing inspections of critical equipment are essential. • For staff, guidance was made available on on being prepared for driving in adverse conditions when it could not be avoided. • This resulted in an overall reduction in transport accidents.
Alert others doing similar activities	• Slips, trips and falls due to tiredness were prevalent during street/ store collections and long events where we ran cheering points. Now each risk assessment checks that there are easily accessible rest areas available for Volunteers and Staff taking part.
Provide evidence against fraudulent or unjustified claims	• A completed accident report form from a shop along with interviews with cutomers and Volunteers, and photographs of the area led to a review of the risk assessment and safety checks. When the claim was made we were able to show that we had done everything reasonable practicable to make the shop safe and the claim was dropped.

It's the law, we must all report accidents and incident in a timely manner

You can find further information on accident and incident reporting and the relevant forms on the Volunteer website and on Axon