

REPORTING ACCIDENTS AND INCIDENTS

It's really important that accidents (where something happens and injury or damage occurs) and incidents (where something happens but there's 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 action and reduce the likelihood 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.
- We ensure office 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

- We investigated a chain of transport accidents and ensured that, where needed, equipment in group vehicles was upgraded and driver training improved. And we provided better insight into why ongoing inspections of critical equipment are essential.
- We provided guidance for staff on being prepared for driving in adverse conditions when it couldn't be avoided.
- These actions led to an overall reduction in transport accidents.

It allows us to alert others doing similar activities

- We used to see lots of slips, trips and falls due to tiredness 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.

It provides evidence against fraudulent or unjustified claims

- A completed accident report form from a shop, plus interviews with customers 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 we'd done everything reasonably practicable to make the shop safe. The claim was dropped.

We must all report accidents and incidents in a timely manner. It's the law.

You can [find further information on accident and incident reporting, and the relevant forms, here](#).