

Kings Support Group Ltd

Table of Contents

Incident & Accident Reporting Policy and Procedure	1
1. Policy Statement	1
2. Legal Framework	1
3. Scope	2
4. Definitions	2
Term	3
Definition	3
Accident	3
Incident	3
Near Miss	3
Serious Incident	3
5. Responsibilities	3
Director/Senior Management	3
Service Manager	3
Staff	3
Residents	3
6. Immediate Actions Following an Incident	4
7. Reporting Procedure	4
Step 1: Immediate Notification	4
Step 2: Incident Report Form	4
Step 3: Manager Review	5
Step 4: Escalation	5
8. RIDDOR Reporting	5
9. Safeguarding Considerations	6
10. Investigation Process	6
11. Support for Residents and Staff	6
12. Record Keeping	7
13. Learning and Continuous Improvement	7
14. Policy Review	7

Kings Support Group Ltd

Incident & Accident Reporting Policy and Procedure

Version: 1.0

Date Issued: February 2026

Next Review: February 2028

Approved by: Director, Kings Support Group Ltd

1. Policy Statement

Kings Support Group Ltd is committed to providing safe, high-quality supported accommodation for young adults aged 18–25. Ensuring the safety and wellbeing of residents, staff, visitors and contractors is central to our mission.

This policy outlines how incidents and accidents must be reported, recorded, investigated and reviewed to:

- Protect residents and staff
- Reduce risk
- Ensure compliance with health and safety legislation
- Promote a culture of transparency and learning

We encourage prompt reporting of all incidents, no matter how minor, so that we can prevent recurrence and continuously improve our services.

2. Legal Framework

This policy is informed by:

- Health and Safety at Work Act 1974

- Management of Health and Safety at Work Regulations 1999
 - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
 - Data Protection Act 2018 (aka GDPR)
 - Care Act 2014 (where safeguarding is relevant)
 - Local Authority and Housing Provider requirements
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3. Scope

This policy applies to:

- All Kings Support Group Ltd staff
- Residents
- Visitors
- Contractors
- Agents
- Volunteers

It covers:

- Accidents
 - Near misses
 - Incidents involving violence, aggression or challenging behaviour
 - Property damage
 - Health emergencies
 - Fire safety incidents
 - Environmental hazards
 - Any event that may impact safety or wellbeing
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4. Definitions



Term	Definition
Accident	An unplanned event that results in injury, ill health, or property damage.
Incident	Any event that has the potential to cause harm, including near misses.
Near Miss	An event that did not result in harm but could have under different circumstances.
Serious Incident	An event requiring emergency services, hospitalisation, safeguarding referral, or RIDDOR reporting.

5. Responsibilities

Director/Senior Management

- Ensure compliance with legislation
- Review incident trends and implement improvements
- Report RIDDOR incidents where required

Service Manager

- Oversee incident reporting and investigation
- Ensure staff follow procedures
- Conduct debriefs and implement corrective actions

Staff

- Report all incidents immediately
- Complete incident forms accurately
- Support residents involved in incidents
- Follow emergency procedures

Residents

- Encouraged to report hazards, incidents or concerns

- Supported to complete statements if appropriate
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6. Immediate Actions Following an Incident

Staff must:

1. **Ensure safety first**
 - Remove people from danger
 - Provide first aid
 - Call emergency services if required
 2. **Inform the Service Manager or on-call manager immediately**
 3. **Preserve evidence** (if relevant)
 - Do not move items unless necessary for safety
 4. **Support the resident(s)**
 - Provide reassurance
 - Arrange medical attention if needed
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7. Reporting Procedure

Step 1: Immediate Notification

Staff must notify the Service Manager **as soon as possible** and no later than the end of the shift.

Step 2: Incident Report Form

A written incident report must be completed within **24 hours**, including:

- Date, time, and location
- People involved
- Description of the incident

- Injuries sustained
- Witness statements
- Actions taken
- Recommendations

Step 3: Manager Review

The Service Manager will:

- Review the report
- Assess risk
- Decide if escalation is required
- Initiate an investigation if needed

Step 4: Escalation

Incidents may be escalated to:

- Senior Management
- Local Authority
- Safeguarding Adults Team
- Police
- Fire Service
- Health & Safety Executive (HSE) under RIDDOR

8. RIDDOR Reporting

The Director or designated manager will report to the HSE if the incident involves:

- Death
- Major injury
- Over 7-day incapacitation
- Dangerous occurrences (e.g., fire, structural collapse)
- Gas incidents
- Injuries to non-employees requiring hospital treatment



Reports must be submitted within required timescales.

9. Safeguarding Considerations

If an incident suggests abuse, neglect, exploitation, self-neglect or self-harm:

- Staff must follow the **Safeguarding Adults Policy**
 - A referral may be made to the Local Authority
 - Incident reporting does not replace safeguarding procedures
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10. Investigation Process

The Service Manager or Senior Manager will:

- Gather statements
- Review CCTV (if available and lawful)
- Assess environmental factors
- Identify root causes
- Recommend corrective actions

Investigations must be completed within **10 working days**, unless extended for valid reasons.

11. Support for Residents and Staff

Following a serious incident, Kings Support Group Ltd will offer:

- Emotional support
- Access to external services
- Debrief sessions

- Adjustments to support plans
 - Time off or supervision for staff if required
 - Reasonable adjustments
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12. Record Keeping

All incident records must be:

- Accurate and factual
- Stored securely
- Retained for **7 years**
- Accessible only to authorised staff

Incident data will be reviewed quarterly to identify trends and improvements.

13. Learning and Continuous Improvement

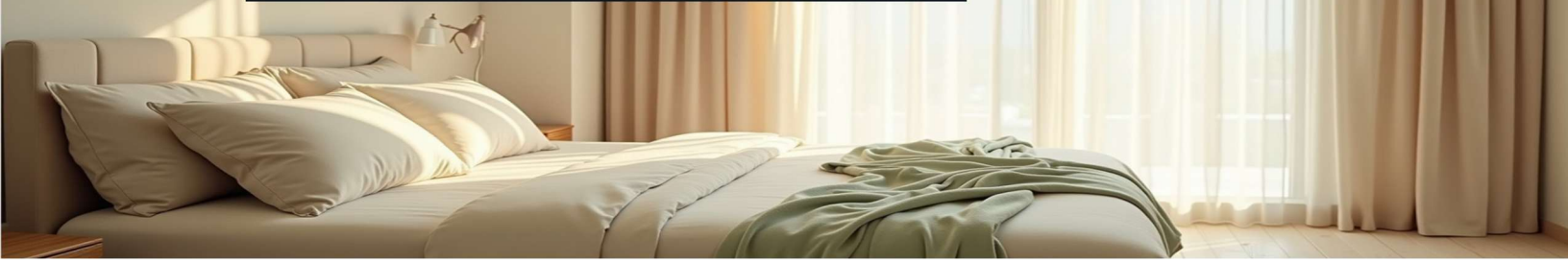
Kings Support Group Ltd is committed to:

- Reviewing patterns of incidents
 - Updating risk assessments
 - Improving staff training
 - Adjusting policies and procedures
 - Sharing learning with staff teams
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14. Policy Review

This policy will be reviewed:

High Quality Accommodation & support for Young Adults



- Every **2 years**
 - After any major incident
 - In line with changes to legislation or best practice
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