Digital Accident and Incident Recording Policy

Creative Makers CIC

Version 1.0 | Prepared 01 January 2026 | Review due 01 January 2027
Policy lead: Rebecca Knee, Director
Sites: Woodhayse Studio, Nunney Village Hall and The Quarry

REPORT AN ACCIDENT OR INCIDENT
Google Form link: https://forms.gle/6LoXqAmaL8ymCiTq5
Add and test the link before putting this process into use.

1 Purpose

Creative Makers keeps a digital record of accidents, injuries, significant medical incidents, first aid and near misses involving learners, staff, volunteers or visitors. Records identify any continuing care or support needs and actions to prevent recurrence. This policy supports the First Aid and Medication Policy and applies across all three venues and associated activities.

2 Immediate action and reporting

First aid, emergency calls and safeguarding action take priority over recording. Staff follow the individual healthcare plan and emergency procedure and call 999 or 112 where required. Serious or urgent concerns must be reported directly to Rebecca Knee or the responsible session lead immediately; submitting a form is not an emergency alert.

The staff member involved or first aider submits the Google Form as soon as practicable, normally before the end of the session. Record the actual event time separately from the automatic submission time. If connectivity fails, notify the session lead by phone and complete the digital report as soon as access is restored, explaining the delay. No paper accident book is used.

3 What staff record

Complete one report per affected person. Link reports concerning the same event; a near miss with no affected person can be recorded without personal details. Describe what happened, the precise location, injury or symptoms, first aid, professional advice, contacts and handover. State facts and identify information reported by someone else; do not speculate or diagnose.

Record continuing needs, including monitoring, activity restrictions, emotional support, reasonable adjustments and review arrangements. Identify the source of clinical advice. Medicines given, refused or omitted must also be recorded in the medication administration record and cross-referenced. Mark genuinely irrelevant fields N/A and distinguish unknown information from no action required.

4 Communication

Inform the appropriate parent/carer promptly of injuries or concerns and record when, how and what was communicated, including unsuccessful attempts. For adult learners, follow their agreed contact and consent arrangements unless emergency or safeguarding grounds justify necessary disclosure. Head injuries require proper assessment and direct handover; a form entry alone is insufficient. Share any urgent support instructions directly with responsible staff.

5 Management review and follow-up

Rebecca Knee, or a delegated responsible manager, reviews reports promptly, assigns a unique incident reference and tracks follow-up in a restricted response spreadsheet or linked digital record. Staff submit the facts; management records reporting decisions, action owners, deadlines and closure separately.

The reviewer checks continuing needs, risk assessments, equipment and staffing, and agrees corrective actions. RIDDOR, safeguarding, commissioner, insurer and regulator requirements must be assessed promptly enough to meet applicable deadlines. Most educational incidents are not reportable to HSE. Record the decision, reasons, advice and any notification reference. HSE reporting does not notify the insurer.

Keep the original submission and add dated corrections or updates rather than silently overwriting it. Close an incident only when follow-up is completed or ongoing support has been handed over and recorded. Review recurring patterns at least termly without circulating unnecessary personal information.

6 Confidentiality and retention

The form and response records are managed within the organisational Google Workspace account. Staff may submit reports; access to responses is limited to authorised management and others with a specific need. Do not publish response summaries or give all respondents access to the response spreadsheet. Keep form-editor permissions restricted.

Collect only information necessary for the event. Do not routinely request medical documents or photographs. Share relevant extracts securely rather than the full response database. Apply the organisational records policy, with retention periods approved by Rebecca in light of learner age, legal, commissioning and insurer requirements. Preserve records subject to a claim, complaint, safeguarding concern or investigation.

7 Implementation and review

Before launch, add the staff responder link, configure access controls, test a fictional submission and review, and brief staff. Check that the responsible manager has a reliable routine for reviewing new reports; do not assume automatic alerts exist. Review the policy annually and after significant incidents or changes.

Approved by: Rebecca Knee, Director
Signature: _____RKNEE_____ Date: _____01.01.26_____

Reference guidance

HSE incident reporting in schools: https://www.hse.gov.uk/pubns/edis1.htm
HSE records and insurer notification: https://www.hse.gov.uk/riddor/what-must-i-keep.htm
Guidance checked 26 September 2026. This is Creative Makers' digital procedure, not an HSE-issued accident book.